

# UPLAND POLICE DEPARTMENT



## 2019 ANNUAL REPORT



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# Chief's Message



On behalf of the dedicated members of the Upland Police Department, I am pleased to present our 2019 Annual Report. This report provides a year-end-review of the outstanding accomplishments made by the exceptional employees and volunteers who work diligently to ensure the safety of our community. This report demonstrates the remarkable achievements that were made possible through highly engaged residents, a supportive City Council, committed staff, and volunteers.

The City of Upland has a rich history steeped in tradition and strong community values that the Upland Police Department is committed to preserving. We are dedicated to maintaining the quality of life for all who live, work, and visit the

City of Upland. To meet our overarching goal, we focus on enhancing recruitment and retention, improving training and personnel development, improving operational efficiency, and increasing transparency through public engagement. Our department works relentlessly to maintain law and order in our city, and has been effective in apprehending hundreds of criminal offenders within our city. The department's success illustrated throughout this annual report would not be possible without the support and trust of our community. Our commitment to service and community satisfaction is the fuel that propels us, and is largely responsible for the achievements shared within these pages.

This year was filled with challenges, improvements, and discovery of untapped potential. A good portion of 2019 was spent focusing on strengthening our service delivery in all areas of the department. The results have been nothing short of incredible. While 2019 has ended, we remain steadfast in continually assessing our service delivery to ensure we are meeting the needs of our community stakeholders. I trust you will find our Annual Report informative in highlighting our department's efforts and accomplishments in 2019.

On a personal note, I am humbled and honored to be entrusted with serving as Upland's Chief of Police and I am proud to lead this outstanding organization to achieving more positive results in 2020.

Proud to Serve,

Darren L. Goodman  
Chief of Police



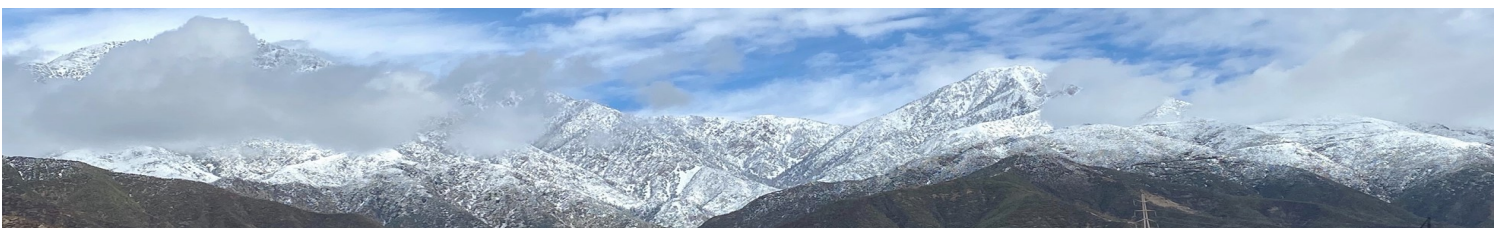
# Mission Statement & Goals



***The Mission of the Upland Police Department is to maintain public order following established ethical and constitutional guidelines, in partnership with the community to provide a safe and peaceful environment for all.***

## Goals

- 1. Improve Quality of Life*
- 2. Enhance Operational Effectiveness*
- 3. Increase Employee Development & Training*
- 4. Increase Recruitment & Retention*
- 5. Enhance Community Engagement*



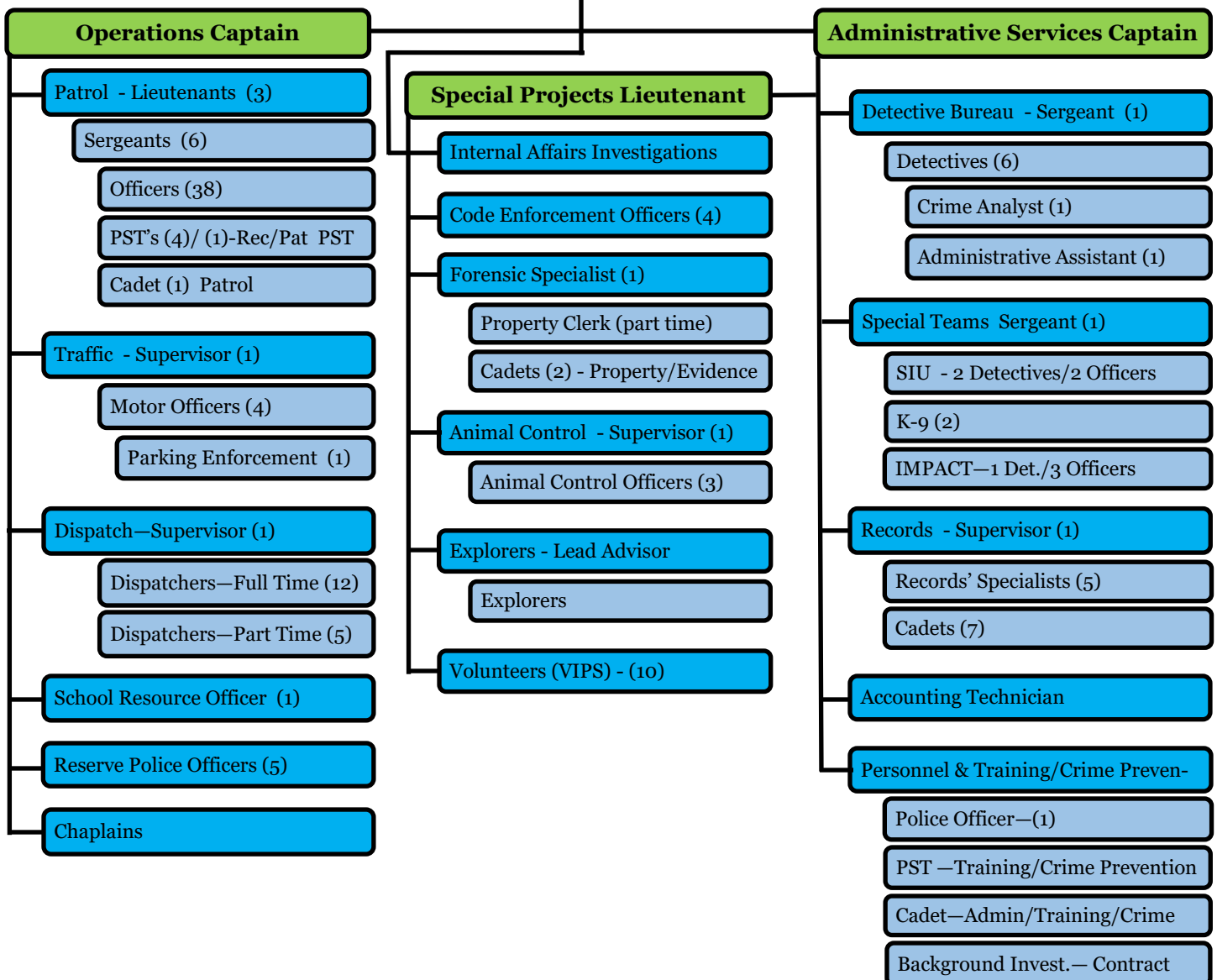


# Organizational Chart



**Chief of Police**

**Chief's Executive Assistant**





UPLAND POLICE DEPARTMENT

*"Proud to serve"*



# *Operations Division*





# Patrol Operations



Patrol Operations is the backbone of the Upland Police Department. The Department operates six patrol shifts of 12 hours each. Officers work six 12 hour days and one eight hour day every two weeks. Each shift consists of patrol officers supervised by a patrol sergeant. A lieutenant is assigned to weekend patrol to supervise all three weekend shifts.

## Patrol functions include:

- Responding to calls for service
- Proactive enforcement
- Directed patrols of known problem areas

During day and early evening hours the patrol officers are assisted by Police Service Technicians (PST) who are civilian report takers. They respond and handle calls for service such as report calls with limited suspect information in order to free up time for police officers to engage in

matters which must be handled by an officer.

In an effort to improve the availability of officers, the Department contracted with a booking service to transport and book prisoners at the county jail 16 hours per day. The booking service began operations on July 15, 2019. Between July 15, 2019 and December 31, 2019 the booking officers booked 1,438 prisoners at the county jail including 81 prisoners requiring medical clearance from the hospital prior to booking. They also transported 96 people to various mental health facilities for 72 hour psychiatric holds.

Priority types	YTD 2015	% Difference 2015/2019	YTD 2018	YTD 2019	Difference 2018/2019	% Difference 2018/2019
Priority 1	1735	-13.26%	1583	1505	-78	-4.93%
Priority 2	33648	-8.78%	30458	30694	236	0.77%
Priority 3	3980	30.55%	4729	5196	467	9.88%
Priority 4	7238	-10.87%	6546	6451	-95	-1.45%

Priority Response Time Averages	2017	2018	2019	% of Difference from 2018/2019
Priority 1	0:06:37	0:07:10	0:06:37	-8%
Priority 2	0:25:32	0:25:40	0:17:18	-33%
Priority 3	n/a	1:10:00	0:44:39	-36%
Priority 4	n/a	1:08:10	0:38:21	-44%
2017 Priority 3 & 4 not tracked				

Calls for service are prioritized on a scale from 1 to 8 with 1 being a life threatening emergency or in-progress felony crime, 8 being animal calls and other call types appropriately prioritized in between.



# Traffic Unit



The Upland Police Department Traffic Unit is comprised of a Traffic Supervisor, three Motor Officers, one Traffic Officer and one Parking Aide. The primary responsibility of the Traffic Unit is the safety of pedestrians and motorists on the 210 centerline miles of roadway and 37.5 miles of alleys within the City. The three main objectives of the Traffic Unit are to enforce traffic regulations, educate the public with regards to traffic matters, and collect statistical data for engineering purposes.



## 2019 Traffic Statistics

- **433 Traffic Collision Investigations**
- **2 Fatal Collisions & 1 Major Traffic Investigation**
- **2, 498 Traffic Citations Issued**
- **7 D.U.I Checkpoints**
- **26 Saturations Patrols**

The Traffic Unit works in cooperation with the California Office of Traffic Safety, through grant funding, to help deliver innovative programs that reduce traffic deaths, injuries, and economic loss to the motoring public. The grant focuses on alcohol and drug impaired driving, distracted driving, motorcycle, pedestrian, and bicycle safety, occupant protection, and primary collision factor enforcement.



# Major Accident Investigation



The Multidisciplinary Accident Investigation team is responsible for conducting in depth major accident investigations using advanced math and physics to reconstruct major accidents to determine the cause of these accidents.



## Parking Enforcement



The Parking Aide is responsible for monitoring parking throughout the city including the downtown business district, MetroLink parking lots, residential permit parking zones, street sweeping enforcement areas, and any other problem parking areas.



# Communications (Dispatch)



The Communications Unit is an integral part of the Police Department, providing a vital link between the community and police personnel. Upland Police Department dispatchers are usually the first contact a citizen has during an emergency. Dispatchers are well trained to gather all of the pertinent information from a caller and relay that to police personnel.

## 2019 Communications Statistics

- **153,711 Emergency/Non-Emergency Calls Through Dispatch Alone**
- **75, 620 Calls Processed Via Computer Aided Dispatch (CAD)**
- **80 9-1-1 Calls Per Day (average)**
- **15 Phone Lines Dedicated for Emergency/Non-Emergency Communications**

Upland Police dispatchers answer all 9-1-1, emergency, and non-emergency phone calls for police services, as well as after-hours phone calls for other City departments. All 9-1-1 calls are initially answered by Upland dispatchers, and those requiring medical or fire personnel are transferred to Comm. Center in Rialto for fire department response. In addition, dispatchers are tasked with

monitoring multiple radio channels and are responsible for various other clerical duties.

The Upland Police Department Communications Unit is staffed by eleven full time dispatchers, two part-time dispatchers, and one supervisor. Dispatch operates 24 hours a day, 365 days a year. Dis-



patchers work 12 hour shifts and we staff a minimum of two dispatchers on at all times, and three during the peak hours of 11:00 am to 11:00 pm. The Communications center has 5 dispatch consoles, all capable of being staffed during an emergency.



# School Resource Officer (SRO)



The Upland Police Department, in conjunction with the Upland Unified School District, provides one School Resource Officer (SRO) to the city's fourteen Upland School District schools. The role of an SRO is to provide a safe learning environment for the students and faculty. The SRO works on building a positive relationship with the students and develops strategies to resolve problems affecting the students and staff.



Over the past year, the Upland Police Department's SRO has provided active shooter training to all students and faculty at the city's two high schools and two junior highs. Faculty at the City's elementary schools received instruction, which they will provide to the students. The SRO participated in red ribbon week assemblies to prevent drug abuse. The SRO organized a program

to stop bullying, in addition to creating programs on internet safety and youth mentorships. During homecoming week at Upland High, the SRO presented programs to discourage impaired driving.







UPLAND POLICE DEPARTMENT

"Proud to serve"



*Administrative  
Services Division*





# Detective Bureau



The Upland Police Department's Detective Bureau is responsible for follow up investigations started by uniform patrol officers. Detectives are assigned the cases based on the types of crimes committed. Our goal is to thoroughly investigate crimes, properly identify all suspects involved, and submit the case to the district attorney's office for prosecution so our community members receive the justice they deserve and have a safe community.

The Detective Bureau is comprised of 6 full time detectives who are assigned specific caseloads. The caseloads consist of crimes against persons, residential and commercial crimes, grand theft auto and vehicle related crimes, child and elder abuse, and fraud/forgery and identity thefts.

The crimes against persons detective investigates homicides, rapes, robberies, missing persons and other violent crimes.

The residential and commercial crimes detectives investigate all property crimes along with theft of recyclables.

Our grand theft autos detective investigates all crimes related to vehicles such as stolen license plates, vehicle tampering, and stolen vehicle parts.

The child and elder abuse detective is assigned cases related to the welfare of juveniles and the public who are classified as dependent or elderly adults.

The fraud/identity theft detective investigates crimes involving deception, embezzlement, forgeries, and other crimes related to theft by false pretenses.



## 2019 Investigations Statistics

- **2032 Part 1 Crime Cases Assigned**
- **542 Cases Cleared by Arrest/Exception**
- **13 Juvenile Cases Cleared**
- **16 Cases Cleared—All Other**



# Crime Analyst



The Upland Police Department implemented a Crime Analyst in 2019. The Crime Analyst works closely with the Detective Bureau and patrol. The analyst is dedicated to helping the police department increase its operational effectiveness through data driven policing.

## The Value of Crime Analysis:

- Provide crime statistical reports for better dissemination of the patrol force.
- Analyze crime trends and patterns based on crime reports and other information obtained from officers and partner agencies.
- Forecast future crimes in a crime series based on a geographical area.
- Create and distribute crime bulletins.
- Provide investigative leads to Detectives and Patrol.



## PART 1 CRIME STATISTICS

2019 - Part I Crimes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2019 - Total	2018 - Total	% Change
Homicide	1	0	0	1	0	0	0	0	1	0	0	0	3	2	50%
Rape	0	2	1	2	3	1	2	1	3	2	2	1	20	13	54%
Robbery	4	6	10	7	11	3	10	17	11	9	9	11	108	109	-1%
Agg. Assault	9	9	20	16	15	16	11	13	12	8	17	18	164	166	-1%
<b>Total Violent Crimes</b>	<b>14</b>	<b>17</b>	<b>31</b>	<b>26</b>	<b>29</b>	<b>20</b>	<b>23</b>	<b>31</b>	<b>27</b>	<b>19</b>	<b>28</b>	<b>30</b>	<b>295</b>	<b>290</b>	<b>2%</b>
Burglary	29	32	31	36	24	40	30	36	23	29	19	42	371	500	-26%
Larceny	106	106	102	100	96	112	108	107	89	106	98	113	1243	1297	-4%
Grand Theft Auto	19	21	27	28	23	18	22	13	18	15	13	22	239	275	-13%
Arson	0	0	1	1	1	0	2	1	1	1	1	2	11	3	267%
<b>Total Property Crimes</b>	<b>154</b>	<b>159</b>	<b>161</b>	<b>165</b>	<b>144</b>	<b>170</b>	<b>162</b>	<b>157</b>	<b>131</b>	<b>151</b>	<b>131</b>	<b>179</b>	<b>1864</b>	<b>2075</b>	<b>-10%</b>
<b>Grand Total</b>	<b>168</b>	<b>176</b>	<b>192</b>	<b>191</b>	<b>173</b>	<b>190</b>	<b>185</b>	<b>188</b>	<b>158</b>	<b>170</b>	<b>159</b>	<b>209</b>	<b>2159</b>	<b>2365</b>	<b>-9%</b>

Statistics are Preliminary and Subject to Further Analysis and Revision

# Special Investigations Unit



The Special Investigations Unit (SIU) is comprised of two officers, two detectives, and a sergeant. SIU was created with the goal of having a team of proactive officers and detectives whose primary responsibility is to apprehend serious and violent criminals who commit crimes within the City of Upland regardless of where they live or flee. This requires SIU to frequently go into other jurisdictions or even out of state to locate and arrest criminals.



## Notable Investigations

- Utilizing Social Media, SIU located and arrested a robbery suspect in Rialto and located the firearm used in the crime
- Tracked down and arrested a shooting suspect from 2011. A search of his residence revealed several firearms and an assault rifle.
- A traffic stop in Upland, while conducting proactive patrols, revealed a known gang member in possession of large quantities of meth and a loaded firearm. A search of the suspect's residence lead to another pound of meth.
- Assisted patrol on a theft investigation. Final outcome - suspects located, one suspect in possession of loaded handgun and all the stolen property was recovered.
- During a probation check, a suspect was arrested for being in possession of a blank firing gun he was trying to convert it to shoot real ammunition.

SIU's major responsibilities include the investigation and apprehension of violent criminals, conducting gang and narcotics related investigations, proactive enforcement, probation and parole checks, and the investigation of any crime sprees. SIU frequently works with other agencies including the San Bernardino County Probation Department and Parole Department, and also participates in countywide gang suppression. SIU also works closely with other agencies in the area to identify and locate suspects wanted for crimes committed in Upland.



# IMPACT Team



On December 2, 2018, the Upland Police Department implemented The Impact Team to deal with quality of life issues in the City of Upland. The mission of the Impact Team is to work with the community to resolve problems, enhancing the quality of life for businesses and residents in the City. The Impact Team is comprised of three police officers, including a detective and a sergeant.

## Impact 's Focus:

- Criminal Vagrancy
- Soliciting
- Trespassing
- Loitering
- Illegal Businesses
- Prostitution
- Drug Sales
- Provide Homeless Assistance



## Notable Investigations

- Complaint of trespassers at an abandoned business results in 8 arrests.
- Executed a search warrant in the 1000 block of N. Benson Ave and discovered an illegal casino.
- Conducted probation checks in Upland with L.A. County Probation Department.
- Traffic stop led to the recovery of a stolen gun, counterfeit money, and 6 arrested.
- Executed a search warrant at an illegal marijuana dispensary and seized over 100 pounds of marijuana and over \$5,000 in cash.





# Homeless Coordinator



Homeless Coordinator Ashley Esquivel has been with UPD since November 2019. The Homeless Coordinator position is intended to support Upland residents experiencing homelessness. With the stress that comes along with facing housing instability, our Homeless Coordinator can work with residents to find solutions to each unique situation. She is equipped to assist individuals who may be experiencing hard times, on the verge of eviction or in need of shelter referrals. Our Homeless Coordinator is connected to the county wide Coordinated Entry System, and can perform assessments (V-SPAT) of homeless individuals to see what they may qualify for. Furthermore, she is the City's liaison when it comes to coordinating the Point-in-Time Count. Ashley is committed to helping reduce homelessness in Upland and connecting those in need to service providers within San Bernardino County.

## 2019 Homeless Outreach Efforts

- 40 Homeless Contacts
- 5 Contacts in Risk of Homelessness
- 1 Emergency Housing Assistance

## Homeless Service Options

- Emergency Shelter Referrals
- Prevention from Eviction
- Emergency Motel Assistance
- CES Referral (County Homeless system)
- Transportation
- DMV Waiver for ID
- Self-Resolution Counseling



# K9 Unit



The Upland Police Department currently has two K9 teams in service. Officer Hanley and K9 Rudy and Officer McCallon and K9 Timur. Police K9 Teams are used to supplement the operations of the Police Department and assist with locating and apprehending criminal offenders. In addition, they are used for searching for illegal drugs and other contraband. The K9 teams are critical to improving the Department's effectiveness and efficiency along with minimizing the risk of harm to Officers and members of the community. Our K9 teams also participate in public demonstrations and community activities.

## K-9 Rudy

- 60 Deployments
- 17 Narcotic Arrests
- 5 Felony Suspect Surrenders
- 3 Apprehensions

## K-9 Timur (New K9)

- Since November of 2019
- 5 Deployments
- 2 Suspect Surrenders





# Records Unit



The Records Unit is dedicated to maintaining and ensuring the integrity of data generated by the Upland Police Department. They are often the first contact citizens have when they arrive at the Department. Their courteous and professional demeanor is crucial in providing the community with timely assistance. The Records Unit is staffed with a diverse group, including one (1) Records Supervisor, five (5) Records Specialists, six (6) Police Cadets, and Police Volunteers.

The Records Unit is responsible for processing crime reports, traffic accidents, processing traffic and parking citations, accepting and processing subpoenas, Sex offender registrants, releasing vehicles, processing clearance letters, preparing court packets, completing background checks for other law enforcement agencies, and a variety of other clerical and record keeping tasks. In addition, public records requests, and crime statistics to the California Department of Justice, are processed by the Records Unit.



## 2019 STATISTICS

- Approximately 9,500 reports processed.
- Over 3,000 adult arrests.
- 86 juvenile arrests.

Police Cadets serve a critical role in the daily functions of the Records Unit. Cadets are responsible for managing the police impound lot, distributing and processing department outgoing and incoming mail, serve as a court liaison and process live scan applicants. Cadets also participate in special events; such as the Upland Downtown Parade, Colonies Holiday Miracles, and quarterly Driving Under the Influence traffic details.

The Records Unit is staffed Monday – Friday, from 8:00 a.m. to 5:00 p.m. Records fees can be located on our website, <https://beta.ci.upland.ca.us/services-and-fees>.

# Personnel & Training



## PERSONNEL

For calendar year 2019, 1278 applicants applied for various positions within the police department. Of these applicants, the Upland Police Department hired:

**SWORN:** (2) Lateral Police Officers, (5) Pre-Service Police Officers, (6) Police Officer Trainees, and (1) Reserve Police Officer.

**PROFESSIONAL STAFF:** (6) Public Safety Dispatchers, (1) Police Service Technician, (6) Police Cadets, (1) Homeless Coordinator, (1) Property & Evidence Clerk, (2) Police Chaplains, (1) Management Analyst Intern, and (1) Volunteer.



## TRAINING

Located within the Upland Police Department is a Temporary Holding Facility that is rated for 12 adult prisoners. Because of this, the Upland Police Department hosted a Court & Temporary Holding Facilities / Title 15 Training class. This class provided sworn and Professional Staff with a basic overview of Title 15, as it relates to Court and Temporary Holding Facilities and Adult Type 1 jails.

More than 40 Upland Police Department personnel attend this training to increase their operational knowledge of working in and around the department's temporary holding facility.

During 2019, Upland Police Department personnel have attended more than 5,000 hours of advanced officer training. Some of this training has been on the following topics:

- Social Media for Law Enforcement
- Field Training Officer School
- Crisis Intervention / De-Escalation
- First Aid / CPR Instructor School
- Courtroom and Temporary Holding Facility / Title 15
- Taser Instructor School
- Standardized Field Sobriety Tests School
- Advanced Roadside Impaired Driving Enforcement
- Traffic Collision Investigation Basic
- Traffic Collision Investigation Advanced
- Basic Animal Law Enforcement Academy
- Missing & Unidentified Persons Investigations
- Detective School
- Homicide Investigations
- Search and Seizure
- Search Warrants
- Terrorism Liaison Officer
- Strategic Planning
- Assault Weapons and Identification Class
- Counter Ambush Handgun Tactics
- Fighting Pistol
- Combat Handgun LEO Women
- Firearms Instructor (Range Master) School
- Radar Operator Course
- Lidar Operator Course
- Supervisor Leadership Institute (SLI)
- Deputy Leadership Institute (DLI)
- Homeless Liaison Officer Course
- Advanced Crime Scene Investigation
- Leadership and Accountability
- Tactical Combat Casualty Care
- K-9 Handler School
- Pistol Mounted Red Dot Instructor
- Active Shooter Response
- Tactical Leadership
- Special Weapons And Tactics (SWAT)



# Crime Prevention



The Upland Police Department's Crime Prevention Unit's mission is maintaining a positive relationship with the citizens and business owners of the City of Upland. The Crime Prevention Unit focuses on community events; such as, Neighborhood Watch, Business Watch, Citizen's Academy, school re-

sources, Coffee/Conversation with a Cop, Open House, National Night Out, Girl Scout and Boy Scout department tours, and various charity events such as Holiday Miracles, Cop on a Rooftop, Strides against Breast Cancer, and Thanksgiving meal giveaways.

## 2019 Community Presentations

- **Senior Targeted Scams, Mail Fraud, and Theft**
- **11 Neighborhood Watch Meetings**
- **3 Business Watch Meetings**
- **Numerous Station Tours; including to a group of Foreign Exchange Students from Beijing.**
- **Three Community Forums**
- **Anti-Bullying/Drug Presentations at UUSD Schools**
- **Police Department Open House (500+ Attendees)**
- **Numerous Community Events**



**Schedule Your Neighborhood/  
Business Watch Meeting**

**Contact: PST Jessica Mahaffey  
(909) 920-6513 or  
[jmahaffey@uplandpd.org](mailto:jmahaffey@uplandpd.org)**



# Community Events







UPLAND POLICE DEPARTMENT

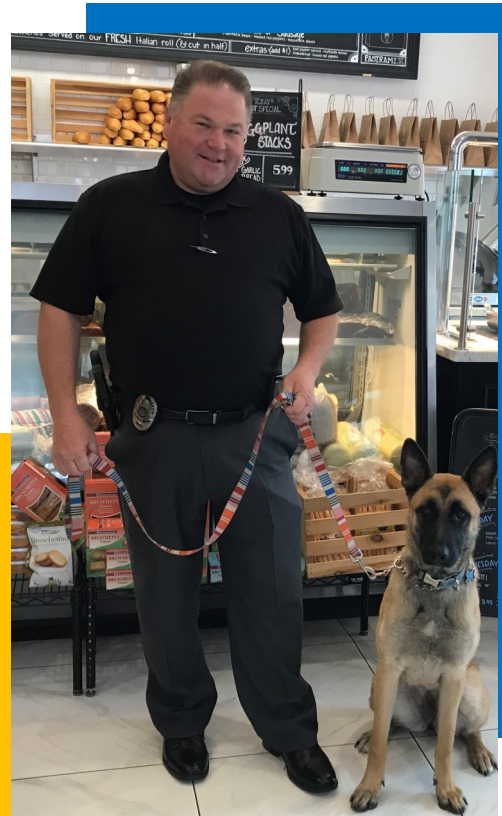
*"Proud to serve"*

# *Special Projects Unit*

The Special Projects Unit is comprised of a Lieutenant who oversees Code Enforcement, Animal Services, Property and Evidence and Professional Standards; in addition, any Special Projects such as technology development and ensuring the department stays in compliance with the ever changing legislation.

## **2019 ACCOMPLISHMENTS**

- Launched the Department's mobile web App. The App allows citizens to connect with and receive services from the police department using a cell phone or mobile device.
- Participated with City Staff in reviewing the Request for Proposals (RFP's) for the operation of the Upland Animal Shelter. Worked with the selected vendor, Friends of the Upland Animal Shelter, to draft a multi-year service contract.
- Worked with the City Clerk's Office to review, prepare and release personnel investigative files mandated under new legislation outlined in SB 1421.
- Oversaw a comprehensive review of the Upland Police Department Policy and Procedures Manual and posted the manual online in compliance with SB 978.
- In January 2019 we introduced Luna, our new public relations K9, to the department and the City. Throughout the year Luna made several public appearances at Department sponsored community events as well as visits to schools and various fundraisers.
- Personnel investigations whether internally generated or citizen's complaints
- Oversaw the purchase and development of software for the code enforcement unit.



# Property & Evidence



The Property & Evidence Unit at the Upland Police Department consists of one full time Forensic Specialist and one part time Property Clerk. The Forensic Specialist is responsible for processing, documenting and collecting physical and biological evidence at crime scenes in addition to assisting the part time Property Clerk in maintenance and retention of all evidence collected by the department employees.

In 2019 the Evidence and Property Unit participated in the National Drug Take Back, partnering with the DEA. This program aims to assist residents in getting rid of old and/or unwanted prescription medication. In the last take back event the Property and Evidence Unit collected 7 boxes of prescription medication, which weighed about 100 pounds.

## 2019 Statistics

- **8,421 Marijuana Plants seized**
- **6.5 Pounds of Processed Marijuana**
- **10,400 Pieces of Evidence logged**
- **1,500 pieces of Evidence Transported to Crime Lab**



This year, the Evidence and Property Unit took in over 10,400 pieces of evidence to be maintained until the court case is adjudicated. Depending on the severity of the case, some pieces of evidence will be stored by our Department for a lifetime. Other items required processing for DNA and fingerprinting by the Forensic Specialist.

The Property and Evidence Unit also transported approximately 1,500 pieces of evidence to the San Bernardino County Crime Lab. These items include narcotics such as PCP, heroin, methamphetamine, illegally possessed prescription medication as well as evidence such as blood alcohol kits.



The Evidence and Property Unit assisted Detectives with search warrants throughout the year at illegal marijuana grows and dispensaries. The unit took in more than 6.5 pounds of processed marijuana and over 8,421 marijuana plants. In addition, they are responsible for maintaining and storing personal property from individuals arrested; these items include backpacks, bicycles, strollers, and any personal property not accepted by the jail.



# Code Enforcement



The Code Enforcement Unit is assigned to the Police Department under the supervision of the Special Projects Lieutenant. The unit is comprised of four full time Code Enforcement Officers, each responsible for their assigned jurisdiction in the City. Each Officer holds status as a Certified Code Enforcement Officer with the State of California, and is required to attend training courses in order to maintain their status.

## 2019 Statistics

- **3,000 Inspections**
- **1,000 Illegal Signs Removed**
- **125 Stray Shopping Carts Recovered**
- **Over 110 Administrative Citations Issued**

## Dilapidated Property Case

**BEFORE**



**AFTER**





# Animal Control



Upland Animal Services enforces City Municipal Codes, State, and Federal law regarding animals. Animal Services Officers are responsible for a variety of calls for services; such as, stray dogs running at large in the city, animal noise disturbances, injured domestic animals or wildlife, aggressive and deceased animals. Animal Control Officers investigate animal bites and reports of animal neglect or abuse.

We strive to improve the lives of the animals in our care through community outreach and education, providing low cost veterinary services and preventative care with our partner Pet Crusade Animal Health, Inc.

Field services are provided to Upland residents seven days a week, except for the major holidays adopted by the City.

## 2019 Animal Statistics

- 2094 Calls for Service
- 1952 Animals Received
- 311 Animals Returned to Owner
- 20 Trap/Neuter/Release



*"Until one has loved an animal a part of one's soul remains unawaken"*—Anatole France



# Volunteers in Police Services



The Volunteers in Police Service (VIPS) is a program where volunteers provide essential services to our police department. Volunteers are an important part of any organization and have proven to be an extremely valuable asset to the Upland Police Department. Volunteers in Police Services benefit our agency, the volunteer, and the community.



The Upland VIPS provide investigative, technical, office/clerical, and customer service support in a variety of areas in our department. We appreciate their valuable time for donating their services, and for contributing to the community's overall quality of life.

During 2019, the Upland Police Department VIPS have assisted in the following civilian duties:

- Prepare Court Packets
- Assist the Traffic Bureau with DUI Checkpoints
- Assist the Records Division with Clerical Work
- Conduct 72-hour Vehicle Checks
- Assist the Crime Analyst with Crime Stats
- Administrative Work for the Chief's Office
- Assist Code Enforcement
- Delivering Court Packets and Mail
- Traffic Control for Accidents/Special Events
- Vacation Checks for Home Owners
- Assist at Community Events
- Assist with the Open House
- Attend PC832 Training
- Assist with LiveScan Fingerprints
- Check on Abandoned Vehicles
- Assist with Neighborhood Watch Meetings
- Help Conduct Department Tours



## 2019 Volunteer Statistics

- **1,740 Hours Donated**
- **7 - Volunteers**

# Explorer Post 606

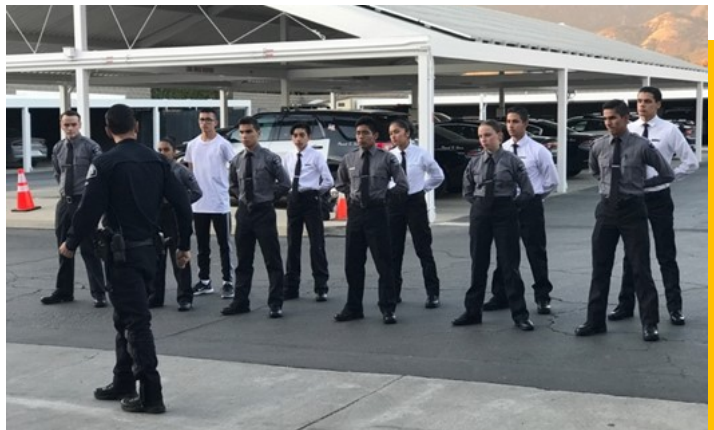


The Upland Police Department Explorer Post 606 is comprised of 25 young people and led by 4 Upland Police Officer advisors. The Explorers program is a youth training program introducing Explorers (ages 14 to 25 years old) to a multitude of Law Enforcement related topics. Explorers volunteer their time at a variety of events including: DUI Checkpoints, Department's Open House, Training Exercises, Tip-A-Cop, Holiday Miracles, Cop on a Rooftop, Parades and CERT Training Exercises.

The purpose of the Explorer program is to help young people expand their knowledge of Law Enforcement's day to day operations, learn discipline, instill honor, leadership opportunities and the importance of community service. The Upland Police Explorers attend a 3 hour class weekly at the Upland Police Department and have volunteered over 300 hours in 2019.

## 2019 Explorer Stats

- 300 Volunteer Hours
- 25 Explorers
- Numerous Community Events



## Interest in becoming an Upland Explorer?

Must be between 14-21 years old

GPA Requirement 2.0

Attend Regular Meetings on Wednesdays between 5 to 8 pm.

If this is for you, email Officer Teague at [cteague@uplandpd.org](mailto:cteague@uplandpd.org)





# Awards & Recognition



**Volunteer of the Year**  
**Gloria Duckett**

**Officer of the Year**  
**Gabriel Santana**



**Employee of the Year**  
**Diana Vazquez**



**Officer of the Moment**  
**Jake Waste**



# Awards & Recognition



## Life Saving Award

**Officer Alex Monroy (2nd Award)** (Left)

**Officer Gabriel Santana** (Right)



## Life Saving Award

**Officer Gabriel Santana (2nd Award)**

**Officer Brenda De La Torre**

